



HOSPICE AT HOME
WEST CUMBRIA

Enhancing life, excelling in care

Registered Charity No. 1086837

E A S Y R E A D

EVALUATION OF SERVICES

2024



made with
photosymbols®



How did we do?



This is an easy read questionnaire.

It asks you about your experience of support from Hospice at Home West Cumbria.



You might want someone to help you look at this so that you can talk about it.



This questionnaire is anonymous. This means that your name is not included, and you cannot be identified.



We will use the information to improve our services.



If you have any questions, we are happy to talk to you.

You can telephone us on:
01900 705200

Please mark each service you have received.

Home Nursing

☐

Lymphoedema

☐

Family and Bereavement Support

☐

Complementary therapy

☐

Patient Support Volunteer

☐

These questions have three tick boxes that can be used for yes/no/not sure answer. Please mark the one that best describes your experience.

☐

Yes

☐

Not
Sure

☐

No



Hospice at Home West Cumbria provided me with personalised care

based on my individual needs and wishes.

☐

Yes

☐

Not
Sure

☐

No



Hospice at Home West Cumbria offered support to those who

are important to me.

☐

Yes

☐

Not
Sure

☐

No



Hospice at Home West Cumbria made a positive difference in my life.

☐

Yes

☐

Not
Sure

☐

No



Hospice at Home West Cumbria provided care and support when I needed it.

☐

Yes

☐

Not
Sure

☐

No



Hospice at Home West Cumbria provided me with useful information.

☐

Yes

☐

Not Sure

☐

No



Hospice at Home West Cumbria welcomes everyone regardless of age, gender, ethnicity, disability or sexual orientation.

☐

Yes

☐

Not Sure

☐

No



Hospice at Home West Cumbria provided specialised staff and volunteers that offered professional, skilled, a high standard of care.

☐

Yes

☐

Not Sure

☐

No



Hospice at Home West Cumbria have teams who work well together and also with others who provide care and support.

☐

Yes

☐

Not Sure

☐

No



Hospice at Home West Cumbria treated me with dignity and respect.

☐

Yes

☐

Not Sure

☐

No



Hospice at Home West Cumbria gave me control and choice over my needs and wishes.

☐

Yes

☐

Not Sure

☐

No



Hospice at Home West Cumbria were kind and caring.

☐

Yes

☐

Not Sure

☐

No



Hospice at Home West Cumbria made me feel safe.

☐

Yes

☐

Not Sure

☐

No



Hospice at Home West Cumbria developed trusting relationships.

☐

Yes

☐

Not Sure

☐

No



Hospice at Home West Cumbria kept my personal information confidential.

☐

Yes

☐

Not Sure

☐

No



If someone I knew
needed this kind of
support, I would
recommend Hospice at
Home West Cumbria.



Yes



Not
Sure



No



How can we improve
our support?
Please write or draw
your answer below.



Thank you



Please return to:
Lorraine Dixon
Hospice at Home West
Cumbria Workington
Community Hospital
Park Lane
Workington
CA14 2RW